

NC CENTER FOR SAFER SCHOOLS

Alternative Anonymous Tip Application Standards & Guidelines

Assurances of Anonymity and Confidentiality

- a. Must not require any personally identifiable information to submit tips through the application.
- b. Messaging/tip investigations must guarantee the anonymity of the person sending the tip.
- c. Messaging and tip investigations must guarantee the confidentiality of the person sending a tip if they provide information that causes their identity or the identity of another student to be known.
- d. Confidential information shared on the application meets school privacy policies, HIPPA, FERPA and State law.

Monitoring of Tips

- a. Application provider must have dedicated personnel, trained in crisis management and suicide prevention, to monitor and disseminate tips submitted 24/7/365, and operate in coordination with local and state law enforcement.
- b. All users of the system (school personnel, law enforcement, and emergency services) must have the ability to view incoming tips and communicate with other tip recipients within the platform in real time.
- c. Each participating school must have an associated law enforcement telecommunications center or law enforcement agency which agrees to receive tips requiring law enforcement attention or intervention.
- d. Application shall display that a tip has been received, is under investigation, or has been resolved.
- e. Schools must submit to NCDPI a monthly report that conforms to the categories of the State's data structure.

Training and Awareness

- a. Schools and local 911 dispatch must be provided training on the system and its use.
- b. Each school with grades 6, 7, 8, 9, 10, 11, or 12 must have dedicated individuals who are trained to manage tips submitted to their school.
- c. Training on how to receive, act upon, and manage tips must be in-person, virtual-live, or virtual-interactive.
- d. Students, school staff, and parents/caretakers must receive training and/or training/awareness materials on the application and its use as well as be educated on signs of at-risk behavior or potential school violence.
- e. Educational and awareness opportunities must occur throughout the school year including, but not limited to, assemblies, posters, and flyers placed throughout the school, and engaging student clubs to address the prevention of school violence and share information about the application with fellow students.

Availability and Use

- a. Application must be compatible with Android and iOS devices.
- b. Must be capable of receiving tips 24 hours a day, 7 days a week, 365 days a year through application as well as web browsers and phone calls (with live person answering).
- c. All persons must be able to submit a tip related to school safety, regardless of whether they are a student, parent, teacher, community member, etc.

Technical Aspects of the System and Application

- a. Tipsters must be able to designate a school where tips will be sent.
- b. Application and web browser portal must include the following:
 - i. Menu of concerns or incident categories to choose from when sending a tip;
 - ii. Capability for authorized users to have two-way dialog with the tipster;
 - iii. Capability for tipsters to upload or attach photographs, videos, and audio recordings;
 - iv. Capability for real-time communications between Districts, Schools, and local, city, or county 911 Dispatch.
- c. The system must maintain an audit trail of every action related to tips performed within the system.
- d. The system must include a back-end platform for School and 911 Dispatch that includes at a minimum, contact info and locations of school and dispatch centers.
- e. System must have the capability to generate reports, which shall include types of tips, time of tips, and number of tips. Additionally, the system must generate other reports that conform to the topics and categories of the State's data structure.
- f. Apart from SOC 2 Type 2, any alternative application provider must fully comply with the North Carolina Department of Information Technology Standards. Notwithstanding the forgoing, any alternative application provider must comply with SOC 2 Type 2 requirements no later than December 1, 2020.

NORTH CAROLINA DEPARTMENT OF PUBLIC INSTRUCTION